



LMS for Employees

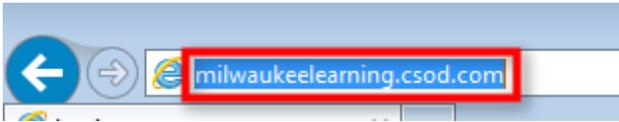
Overview

The Milwaukee County Training and Development Center is the new cloud-based Learning Management System (LMS) for Milwaukee County. The LMS will allow you to track your or your direct reports' training, register for classes, complete online courses, add external training, and run reports. This handout will cover the following topics:

- [Accessing and Logging into the LMS](#)
- [Understanding the Welcome Page](#)
- [Viewing Your Transcript](#)
- [Searching for Training](#)
- [Browsing for Training](#)
- [Using the Events Calendar](#)
- [Registering for a Course](#)
- [Selecting a Session](#)
- [Launching an Online Course](#)
- [Launching a Curriculum](#)
- [Acknowledging Completion of Training](#)
- [Withdrawing from a Course](#)
- [Adding External Training](#)
- [Using Help and Additional Resources](#)

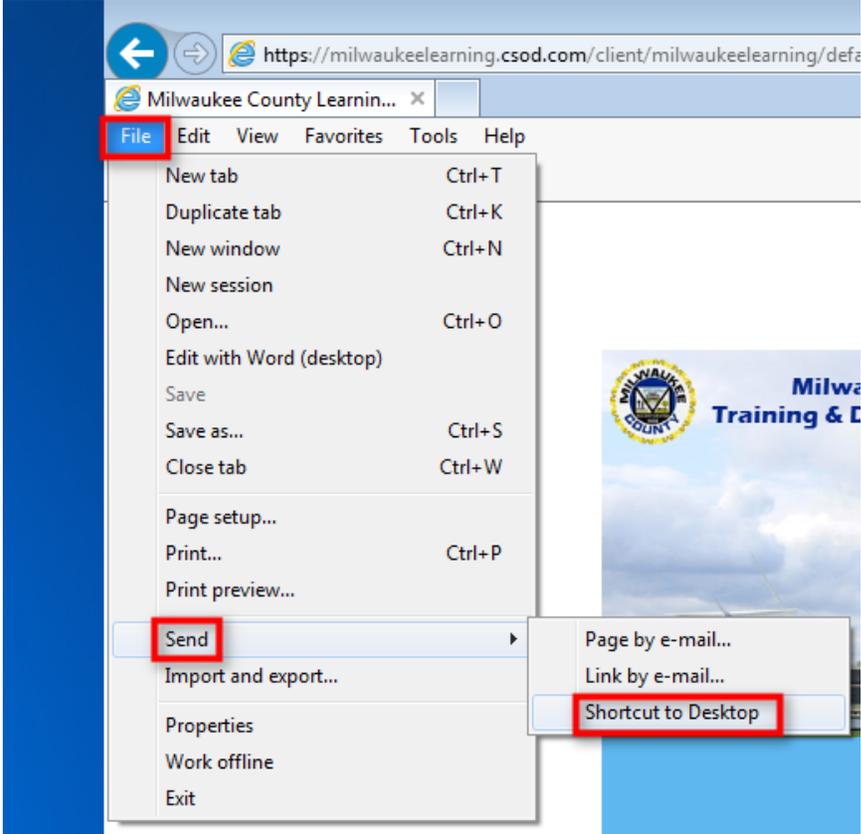
Accessing and Logging into the LMS

To log into the LMS, please complete the following steps:

Step	Action
1	Open the Internet Explorer browser either from your Desktop or from your Start menu. 
2	Type the following website address in the Address field: http://milwaukeelearning.csod.com 

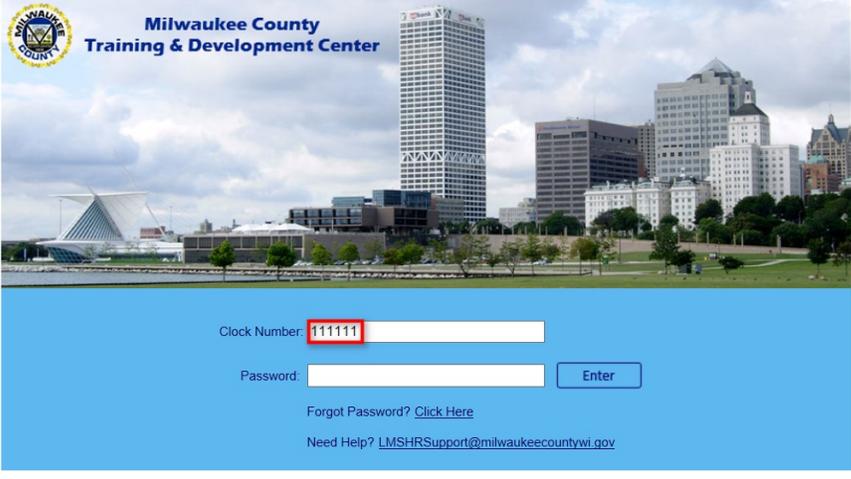
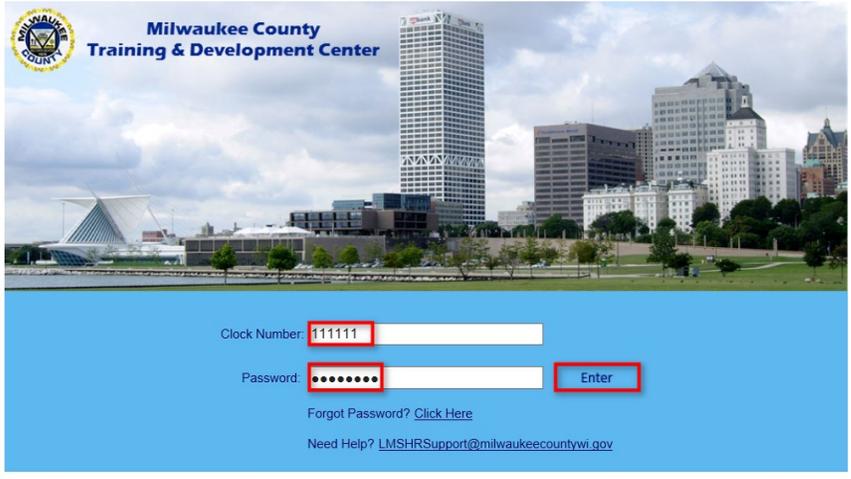


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Step	Action
3	<p>Press the Enter key on your keyboard.</p> <p>Result: The Milwaukee County Training and Development Center window will open.</p> <p>Note: If you want to save this to your Desktop, click File/Send/Shortcut to Desktop.</p>  <p>The screenshot shows a web browser window with the address bar displaying 'https://milwaukeelearning.csod.com/client/milwaukeelearning/defa'. The browser title is 'Milwaukee County Learnin...'. The 'File' menu is open, showing options like 'New tab', 'Duplicate tab', 'New window', 'New session', 'Open...', 'Edit with Word (desktop)', 'Save', 'Save as...', 'Close tab', 'Page setup...', 'Print...', 'Print preview...', 'Send', 'Import and export...', 'Properties', 'Work offline', and 'Exit'. The 'Send' option is highlighted, and its sub-menu is open, showing 'Page by e-mail...', 'Link by e-mail...', and 'Shortcut to Desktop'. The 'Shortcut to Desktop' option is highlighted with a red box.</p>



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Step	Action
4	<p>Type your clock number in the Clock Number field.</p>  <p>Milwaukee County Training & Development Center</p> <p>Clock Number: 111111</p> <p>Password: <input type="password"/></p> <p>Enter</p> <p>Forgot Password? Click Here</p> <p>Need Help? LMSHRSupport@milwaukeecountywi.gov</p> <p>© Cornerstone OnDemand. All Rights Reserved.</p>
5	<p>Type the following default password in the Password field:</p> <p>P4sswØrd</p> <p>Note: Be sure to type it in exactly as it is shown.</p>
6	<p>Click the Enter button.</p>  <p>Milwaukee County Training & Development Center</p> <p>Clock Number: 111111</p> <p>Password: P4sswØrd</p> <p>Enter</p> <p>Forgot Password? Click Here</p> <p>Need Help? LMSHRSupport@milwaukeecountywi.gov</p> <p>© Cornerstone OnDemand. All Rights Reserved.</p> <p>You will be logged in and prompted to change your password.</p>



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Step	Action
7	<p>Type the default password (listed below) into the Current password field:</p> <p>P4ssw0rd</p> <p>Your password has expired. Please change your password.</p> <div data-bbox="464 506 1312 1010"><p>The new password must match the following criteria:</p><ul style="list-style-type: none">* Passwords cannot be the same as the previous 10 passwords* Passwords must be 7 - 20 characters* Passwords cannot have leading or trailing spaces* Passwords cannot be the same as the Username, User ID, or email address.<p>Change Your Password</p><p>Current password: <input type="password" value="P4ssw0rd"/></p><p>New password: <input type="password"/></p><p>Confirm password: <input type="password"/></p><p><input type="button" value="Save"/> <input type="button" value="Cancel"/></p></div>
8	<p>Type a new password into both the New password and Confirm password fields.</p> <p>Your password has expired. Please change your password.</p> <div data-bbox="464 1161 1312 1619"><p>The new password must match the following criteria:</p><ul style="list-style-type: none">* Passwords cannot be the same as the previous 10 passwords* Passwords must be 7 - 20 characters* Passwords cannot have leading or trailing spaces* Passwords cannot be the same as the Username, User ID, or email address.<p>Change Your Password</p><p>Current password: <input type="password" value="P4ssw0rd"/></p><p>New password: <input type="password" value="P4ssw0rd"/></p><p>Confirm password: <input type="password" value="P4ssw0rd"/></p><p><input type="button" value="Save"/> <input type="button" value="Cancel"/></p></div> <p>Note: Be sure to adhere to the password criteria listed at the top.</p>



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Step	Action
9	<p>Click the Save button.</p> <p>Your password has expired. Please change your password.</p> <p>The new password must match the following criteria:</p> <ul style="list-style-type: none">* Passwords cannot be the same as the previous 10 passwords* Passwords must be 7 - 20 characters* Passwords cannot have leading or trailing spaces* Passwords cannot be the same as the Username, User ID, or email address. <p>Change Your Password</p> <p>Current password: <input type="password"/></p> <p>New password: <input type="password"/></p> <p>Confirm password: <input type="password"/></p> <p><input type="button" value="Save"/> <input type="button" value="Cancel"/></p> <p>Result: You will be taken to a Define Security Questions page.</p>
10	<p>Type the answer for the question shown into both the Answer and Confirm Answer fields.</p> <p>Define Security Questions</p> <p>From the drop down list(s) below, select question(s) that can be used later to confirm your identity</p> <p>Note: In the future when answering a security question you must enter the answer EXACTLY as also capitalize those letters when answering the question later. Also, if entering a date as an answer characters as you enter now.</p> <p>* The answer(s) must be at least 3 characters in length.</p> <p>1. Security Question: <input type="text" value="What is your mother's maiden name?"/></p> <p>Answer: <input type="password"/></p> <p>Confirm Answer: <input type="password"/></p> <p><input type="button" value="Cancel"/> <input type="button" value="Continue"/></p> <p>Note: The security answer you type is case-sensitive.</p>



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Step	Action
11	<p>Click the Continue button.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p>Define Security Questions</p> <p>From the drop down list(s) below, select question(s) that can be used later to confirm your identity should you forget your password.</p> <p>Note: In the future when answering a security question you must enter the answer EXACTLY as you typed it here. Answers are case-sensitive also capitalize those letters when answering the question later. Also, if entering a date as an answer, when answering the question later, you must enter the characters as you enter now.</p> <p>* The answer(s) must be at least 3 characters in length.</p> <p>1. Security Question: <input type="text" value="What is your mother's maiden name?"/></p> <p>Answer: <input type="text" value="*****"/></p> <p>Confirm Answer: <input type="text" value="*****"/></p> <p><input type="button" value="Cancel"/> <input style="border: 2px solid red;" type="button" value="Continue"/></p> </div> <p>Result: You will be taken to the Welcome Page.</p>

Understanding the Welcome Page

The Welcome Page consists of the following areas:

Part	Description
Main Menu	<p>The main menu stretches across the top, and each menu item contains additional links below it.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> </div> <p>Note: Depending on your role, you may not see all of the menu options shown here.</p>
Search Field	<p>The Search Field is in the upper right-hand corner, and allows you to search for training by a word or phrase in the title.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> </div>
Buttons	<p>The four buttons below the Milwaukee skyline allow you to quickly view the Events Calendar, go to My Assigned Training, find available courses via Browse for Training, and access Help.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> </div>



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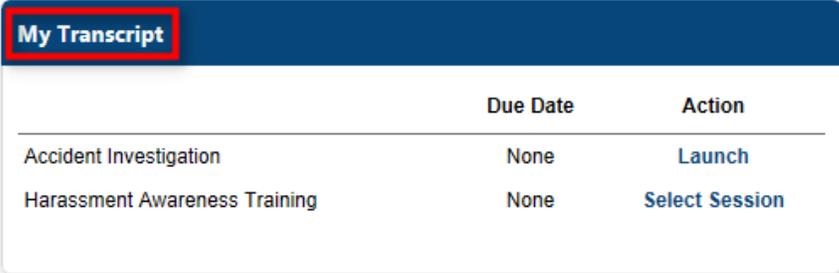
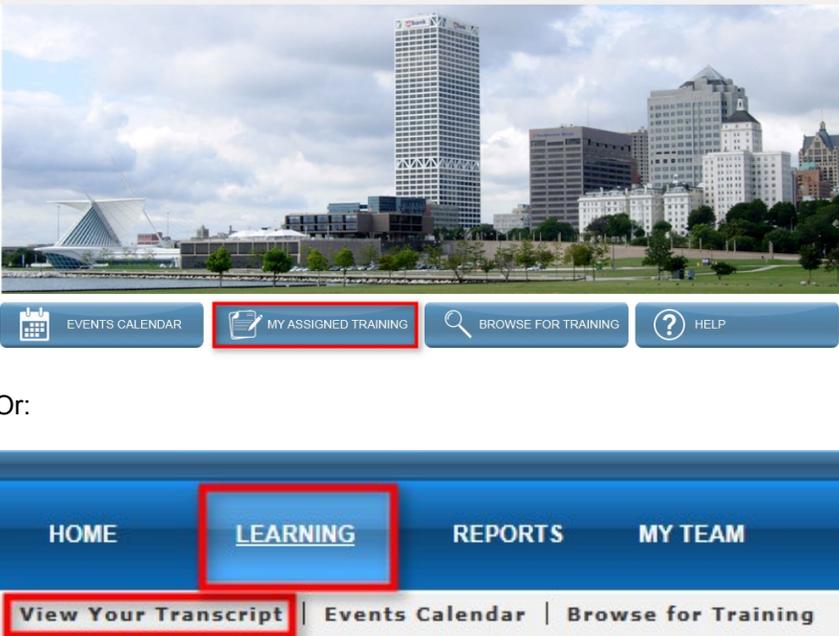
Part	Description
Widgets	<p>The widgets at the bottom allow you to be able to go directly to and launch items from My Transcript, complete My Tasks, Browse for Training, and view Dashboards, or reports that show training progress.</p> <div data-bbox="558 447 1305 676"></div>



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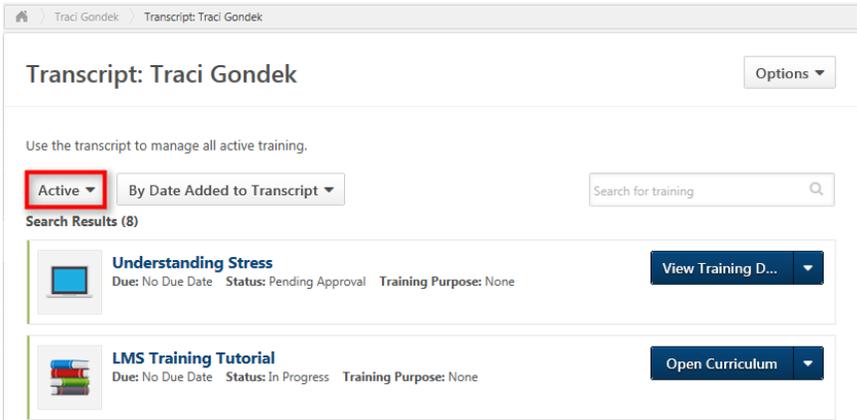
Viewing Your Transcript

You can view your transcript and assigned training, launch online training, complete training, and register for training events under the My Transcript widget.

Step	Action									
1	<p>On the Welcome Page, click the My Transcript header.</p>  <table border="1"><thead><tr><th></th><th>Due Date</th><th>Action</th></tr></thead><tbody><tr><td>Accident Investigation</td><td>None</td><td>Launch</td></tr><tr><td>Harassment Awareness Training</td><td>None</td><td>Select Session</td></tr></tbody></table> <p>Note: You can also see your transcript by clicking the My Assigned Training button, or by selecting Learning/View Your Transcript from the Main Menu.</p>  <p>Or:</p> 		Due Date	Action	Accident Investigation	None	Launch	Harassment Awareness Training	None	Select Session
	Due Date	Action								
Accident Investigation	None	Launch								
Harassment Awareness Training	None	Select Session								



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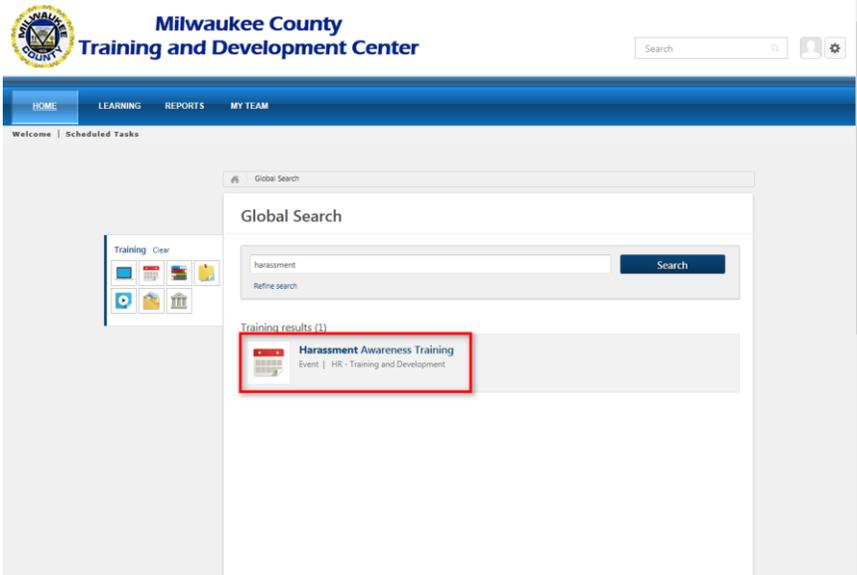
Step	Action								
2	<p>On the My Transcript page, you will see a button at the top that you can click to view different parts of your transcript: Active, Completed, and Archived. Below the Active tab will be your current training items.</p>  <table border="1" data-bbox="451 884 1308 1073"> <thead> <tr> <th>If...</th> <th>Then</th> </tr> </thead> <tbody> <tr> <td>You want to see Active training</td> <td>Go to Step 3.</td> </tr> <tr> <td>You want to see Completed training</td> <td>Go to Step 4.</td> </tr> <tr> <td>You want to see Archived training</td> <td>Go to Step 5.</td> </tr> </tbody> </table>	If...	Then	You want to see Active training	Go to Step 3.	You want to see Completed training	Go to Step 4.	You want to see Archived training	Go to Step 5.
If...	Then								
You want to see Active training	Go to Step 3.								
You want to see Completed training	Go to Step 4.								
You want to see Archived training	Go to Step 5.								
3	<p>Your Active training is training that is currently assigned to you, which is waiting for action on your part. It will list courses that you have either been assigned to or registered for, courses for which you may need to select a session, online courses that can be launched, or courses that have been viewed or attended, but are waiting for acknowledgement in order to be completed.</p>								
4	<p>Your Completed training is training that you have finished that does not require any additional action. You can view your Completed training at any time.</p>								
5	<p>Your Archived training is training that you have moved to that section because you no longer need to see that training. You are still responsible for completing all assigned training.</p> <p>Note: Do not move training to the Archived section unless directed to by a master administrator.</p>								



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Searching for Training

If you know all or part of the name of a course, or a keyword that is associated with that course, you can search for it.

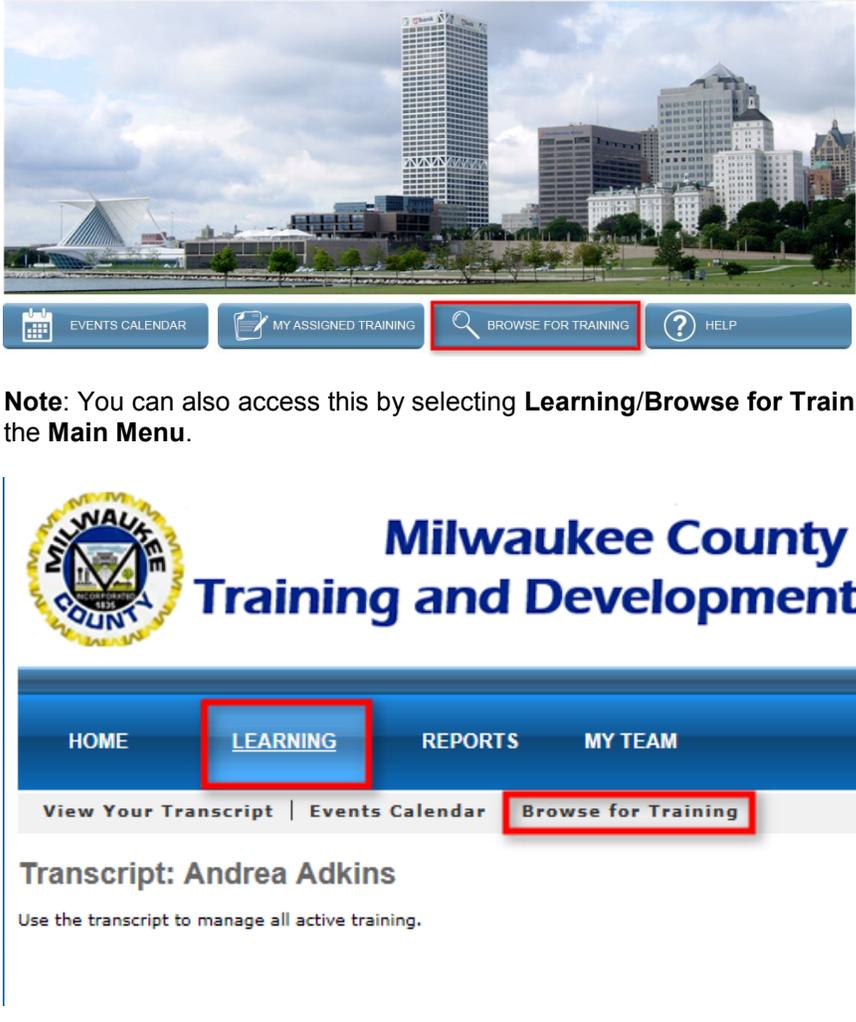
Step	Action
1	<p>On the Welcome Page, type in a word or phrase in the Search field.</p> 
2	<p>Click the Search button or click the Enter key on your keyboard.</p>  <p>Result: A new page will open with all matching courses.</p>  <p>Note: If you cannot find what you are searching for, but are sure it exists, try a root version of the word. For example, “train” instead of “training.”</p> <p>Once you have completed this process, go to the section Registering for a Course to see how to proceed.</p>

Browsing for Training

If you are not sure what you are searching for, but would like to see what training offerings exist, you can use Browse for Training to see a list of online courses, classroom training events, and materials such as PowerPoint presentations.

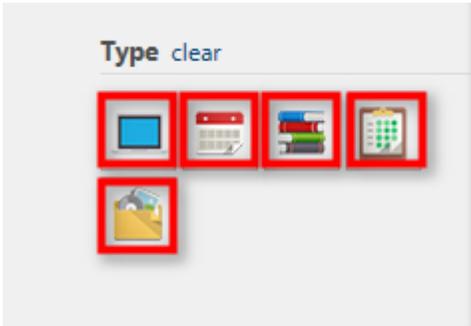


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Step	Action
1	<p data-bbox="451 317 1187 348">On the Welcome Page, click the Browse for Training button.</p>  <p data-bbox="451 768 1406 827">Note: You can also access this by selecting Learning/Browse for Training from the Main Menu.</p>



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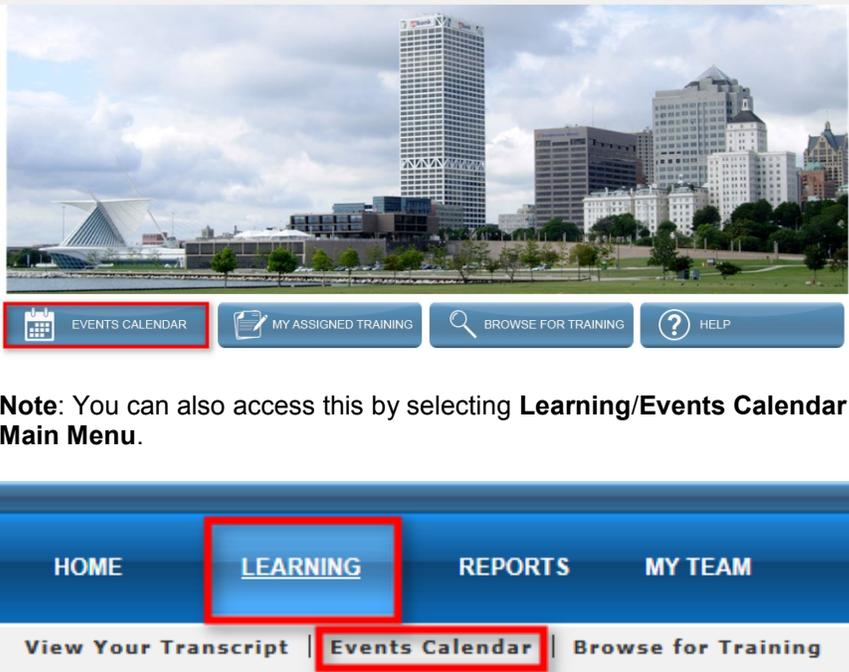
Step	Action
2	<p>On the Browse for Training page you will see training offerings listed.</p>  <p>Note: On the left-hand side are icons that you can click on to narrow training down to a certain type, such as an online course, instructor-led class, curriculum, test, or material.</p>  <p>Once you have completed this process, go to the section Registering for a Course to see how to proceed.</p>

Using the Events Calendar

An option for finding instructor-led training is by looking at the Events Calendar. The Events Calendar will allow you to see training by the day of the week and time that each class begins.



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Step	Action						
1	<p>On the Welcome Page, click the Events Calendar button.</p>  <p>Note: You can also access this by selecting Learning/Events Calendar from the Main Menu.</p>						
2	<p>On the Events Calendar page you have different options to help you find an appropriate class.</p> <table border="1" data-bbox="456 1178 1305 1335"> <thead> <tr> <th data-bbox="456 1178 878 1211">If...</th> <th data-bbox="878 1178 1305 1211">Then</th> </tr> </thead> <tbody> <tr> <td data-bbox="456 1211 878 1272">You want to switch between months</td> <td data-bbox="878 1211 1305 1272">Click the arrows to either side of the current month name.</td> </tr> <tr> <td data-bbox="456 1272 878 1335">You want to view the Day or Week view</td> <td data-bbox="878 1272 1305 1335">Click the Day or Week view buttons</td> </tr> </tbody> </table>	If...	Then	You want to switch between months	Click the arrows to either side of the current month name.	You want to view the Day or Week view	Click the Day or Week view buttons
If...	Then						
You want to switch between months	Click the arrows to either side of the current month name.						
You want to view the Day or Week view	Click the Day or Week view buttons						



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Step	Action																																										
3	<p>When you find the course for which you want to register, click the title of that course on the calendar.</p> <div data-bbox="451 409 1308 1234"><p>< June, 2015 > Day Week Month Agenda</p><p><input checked="" type="radio"/> All Events <input type="radio"/> My Events </p><table border="1"><thead><tr><th>SUNDAY</th><th>MONDAY</th><th>TUESDAY</th><th>WEDNESDAY</th><th>THURSDAY</th><th>FRIDAY</th><th>SATURDAY</th></tr></thead><tbody><tr><td>31</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr><tr><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td></tr><tr><td>14</td><td>15</td><td>16 Employee Harassment Awareness 9:00 AM - Courthouse, 212B</td><td>17</td><td>18</td><td>19 Harassment Awareness Training 9:00 AM - Courthouse, 212B</td><td>20</td></tr><tr><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td></tr><tr><td>28</td><td>29</td><td>30</td><td>1</td><td>2</td><td>3</td><td>4</td></tr></tbody></table></div> <p>Once you have completed this process, go to the section Registering for a Course to see how to proceed.</p>	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16 Employee Harassment Awareness 9:00 AM - Courthouse, 212B	17	18	19 Harassment Awareness Training 9:00 AM - Courthouse, 212B	20	21	22	23	24	25	26	27	28	29	30	1	2	3	4
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28	29	30	1	2	3	4																																					



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Registering for a Course

To register for a course once you have found a course you would like to take and have selected by clicking on the course title, complete the following steps:

Step	Action						
1	<p>For sessions you have either selected from the Events Calendar, or online courses, click the Request button at the top of the page. If you already searched for and selected an instructor-led training, you can click the Request button at the bottom at the right of the session.</p> <div data-bbox="451 590 1308 1276" style="border: 1px solid #ccc; padding: 10px;"> <p>Training Details</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;">  <p>Leadership Excellence Event - HR - Training and Development</p> <p style="text-align: center;">Request</p> </div> <p>Available Languages English (US)</p> <p>Subjects Management & Leadership</p> <p>Event Number HR-LeadershipExcellence</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Sessions Available ▾ View Full Calendar</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 70%;">Available Sessions (1)</th> <th style="width: 15%;">Available / Waitlist</th> <th style="width: 15%;">Actions</th> </tr> </thead> <tbody> <tr> <td> <div style="border: 1px solid #ccc; padding: 5px;">  <p>Session Details Session - HR - Training and Development - 6 hours Courthouse</p> <p>Starts 7/1/2015 - 9:00 AM</p> <p>Ends 7/1/2015 - 3:00 PM</p> <p>English (US)</p> </div> </td> <td style="text-align: center;">10/0</td> <td style="text-align: center;">Request ▾</td> </tr> </tbody> </table> <p style="font-size: small;">Notify me of new sessions</p> </div> </div>	Available Sessions (1)	Available / Waitlist	Actions	<div style="border: 1px solid #ccc; padding: 5px;">  <p>Session Details Session - HR - Training and Development - 6 hours Courthouse</p> <p>Starts 7/1/2015 - 9:00 AM</p> <p>Ends 7/1/2015 - 3:00 PM</p> <p>English (US)</p> </div>	10/0	Request ▾
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2	<p>If you need approval from your supervisor/manager before you can take this course, an email will be sent to him/her before you can register for the course. You will see Pending Approval below the course.</p> <div data-bbox="464 1444 1292 1598" style="border: 1px solid #ccc; padding: 10px;"> <p>Active ▾ By Date Added to Transcript ▾ Search for training 🔍</p> <p>Search Results (6)</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;">  <p>Employee Harassment Awareness(Starts 6/29/2015) Due: No Due Date Status Pending Approval Training Purpose: None</p> <p style="text-align: right;">Withdraw ▾</p> </div> </div>						



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Step	Action
3	<p>Once your request has been approved, you will receive an email notifying you, and you will need to register for the course by clicking the Register button.</p> <div data-bbox="477 422 821 491" style="text-align: center;"></div> <p>Result: You will see that you are registered for the course, and you will receive an email letting you know that you are registered for the course. If this is an instructor-led training course, the email may also contain an Outlook attachment that you can double-click to have it added to your Outlook calendar.</p>



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Selecting a Session

A session is a specific instance of a course that takes place on a specific date at a specific time and with a specific instructor. To choose a session for a course you want to take, you can either click on a specific session from the Events Calendar, or you can click the Request button for the session for which you want to select.

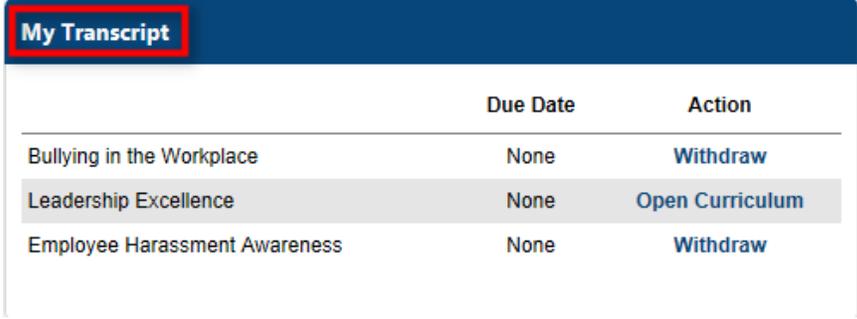
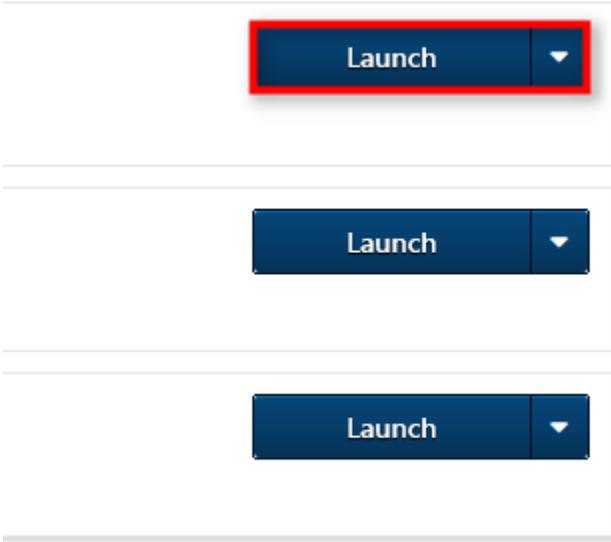
Step	Action																																					
1	<div style="border: 1px solid black; padding: 10px;"> <div style="display: flex; justify-content: space-between; align-items: center;"> < June, 2015 > Day Week Month Agenda </div> <div style="margin-top: 5px;"> <input checked="" type="radio"/> All Events <input type="radio"/> My Events </div> <table border="1" style="width: 100%; text-align: center; border-collapse: collapse;"> <thead> <tr> <th>SUNDAY</th> <th>MONDAY</th> <th>TUESDAY</th> <th>WEDNESDAY</th> <th>THURSDAY</th> <th>FRIDAY</th> <th>SATURDAY</th> </tr> </thead> <tbody> <tr> <td>31</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> <td>13</td> </tr> <tr> <td>14</td> <td>15</td> <td>16 <small>Employee Harassment Awareness 9:00 AM - Courthouse, 212B</small></td> <td>17</td> <td>18</td> <td>19 <small>Harassment Awareness Training 9:00 AM - Courthouse, 212B</small></td> <td>20 <small>Back Safety Training 9:00 AM - Courthouse</small></td> </tr> </tbody> </table> <p style="margin-top: 10px;">OR:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Available Sessions (2)</th> <th>Available / Waitlist</th> <th>Actions</th> </tr> </thead> <tbody> <tr style="background-color: #f2f2f2;"> <td> <div style="display: flex; align-items: flex-start;"> <div style="width: 20px; height: 20px; background-color: #ccc; margin-right: 5px;"></div> <div> <p>Session Details</p> <p>Session - Risk Management - 6 hours Courthouse</p> <p>Starts 6/20/2015 - 9:00 AM English (US)</p> <p>Ends 6/20/2015 - 3:00 PM</p> </div> </div> </td> <td style="text-align: center; vertical-align: top;">10/0</td> <td style="text-align: center; vertical-align: top;"> <div style="border: 1px solid red; padding: 2px;">Request</div> </td> </tr> <tr> <td> <div style="display: flex; align-items: flex-start;"> <div style="width: 20px; height: 20px; background-color: #ccc; margin-right: 5px;"></div> <div> <p>Session Details</p> <p>Session - Risk Management - 1 hour Courthouse</p> <p>Starts 6/24/2015 - 9:00 AM English (US)</p> <p>Ends 6/24/2015 - 10:00 AM</p> </div> </div> </td> <td style="text-align: center; vertical-align: top;">10/0</td> <td style="text-align: center; vertical-align: top;"> <div style="border: 1px solid black; padding: 2px;">Request</div> </td> </tr> </tbody> </table> </div>	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16 <small>Employee Harassment Awareness 9:00 AM - Courthouse, 212B</small>	17	18	19 <small>Harassment Awareness Training 9:00 AM - Courthouse, 212B</small>	20 <small>Back Safety Training 9:00 AM - Courthouse</small>	Available Sessions (2)	Available / Waitlist	Actions	<div style="display: flex; align-items: flex-start;"> <div style="width: 20px; height: 20px; background-color: #ccc; margin-right: 5px;"></div> <div> <p>Session Details</p> <p>Session - Risk Management - 6 hours Courthouse</p> <p>Starts 6/20/2015 - 9:00 AM English (US)</p> <p>Ends 6/20/2015 - 3:00 PM</p> </div> </div>	10/0	<div style="border: 1px solid red; padding: 2px;">Request</div>	<div style="display: flex; align-items: flex-start;"> <div style="width: 20px; height: 20px; background-color: #ccc; margin-right: 5px;"></div> <div> <p>Session Details</p> <p>Session - Risk Management - 1 hour Courthouse</p> <p>Starts 6/24/2015 - 9:00 AM English (US)</p> <p>Ends 6/24/2015 - 10:00 AM</p> </div> </div>	10/0	<div style="border: 1px solid black; padding: 2px;">Request</div>
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LMS for Employees

Launching an Online Course

To launch an online course, complete the following steps:

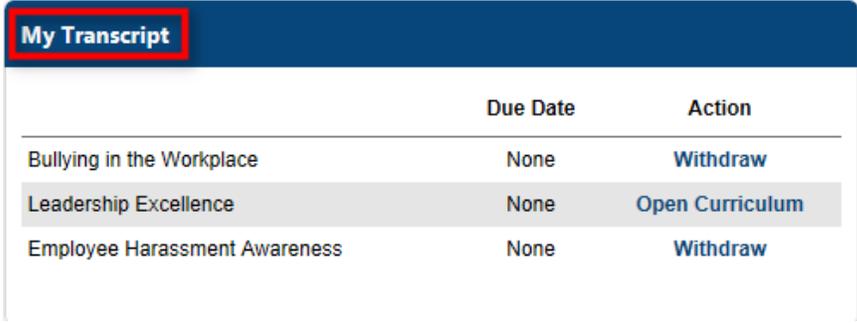
Step	Action												
1	<p>Click My Transcript on the Welcome Page.</p>  <table border="1"><thead><tr><th></th><th>Due Date</th><th>Action</th></tr></thead><tbody><tr><td>Bullying in the Workplace</td><td>None</td><td>Withdraw</td></tr><tr><td>Leadership Excellence</td><td>None</td><td>Open Curriculum</td></tr><tr><td>Employee Harassment Awareness</td><td>None</td><td>Withdraw</td></tr></tbody></table>		Due Date	Action	Bullying in the Workplace	None	Withdraw	Leadership Excellence	None	Open Curriculum	Employee Harassment Awareness	None	Withdraw
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Bullying in the Workplace	None	Withdraw											
Leadership Excellence	None	Open Curriculum											
Employee Harassment Awareness	None	Withdraw											
2	<p>For the online course you want to launch, click the Launch button to the right of the course name.</p>  <p>Result: The course will open in a new window.</p>												



LMS for Employees

Launching a Curriculum

A curriculum is a bundle of learning objects. For example, a curriculum may have an instructor-led training class, an online course, a test, and a PowerPoint to view in order to complete it. To launch a curriculum, please complete the following steps:

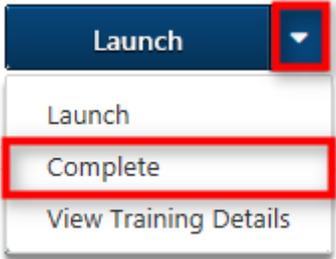
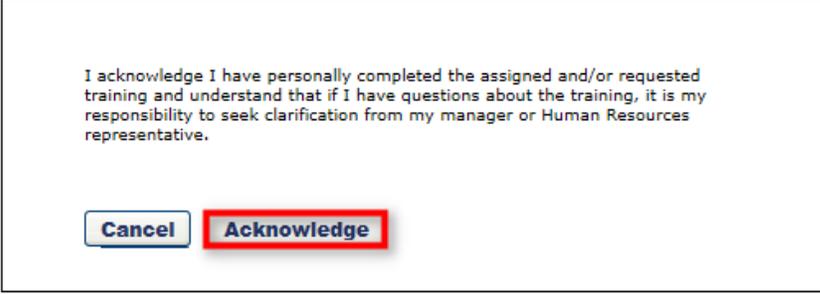
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Leadership Excellence	None	Open Curriculum											
Employee Harassment Awareness	None	Withdraw											
2	<p>For the curriculum you want to launch, click the Open Curriculum button to the right of the course name.</p> 												



LMS for Employees

Acknowledging Completion of Training

In order to complete a course, you need to acknowledge that you have completed the training. When you acknowledge the course, you will be adding your electronic signature. Complete the following steps to do this:

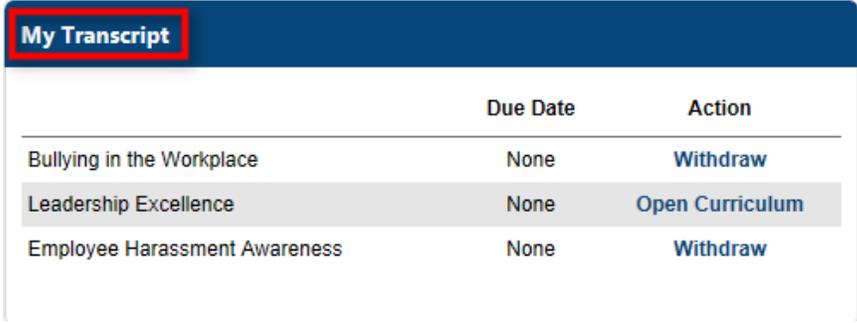
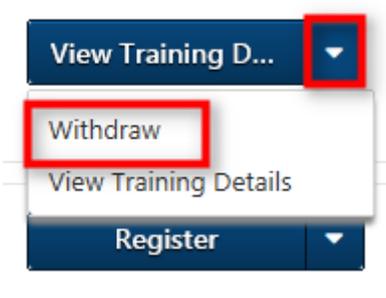
Step	Action
1	<p>Upon completing the course, click the Acknowledge button.</p>  <p>Note: If you don't see the Acknowledge button, but have launched the training, click the drop-down button to the right of the Launch button and click Complete. The Launch button will then turn into an Acknowledge button.</p> 
2	<p>Read the acknowledgement statement, and then, if you agree with it, click the Acknowledge button.</p>  <p>Result: The training will be completed and move to the Completed section of your transcript.</p> <p>Note: If you don't click the Acknowledge button, you cannot complete the course.</p>



LMS for Employees

Withdrawing from a Course

When you are enrolled in an instructor-led training class, you can withdraw from it beforehand if you can no longer attend, or if you need to register for a different session. To withdraw from a course, please complete the following steps:

Step	Action												
1	<p>Click My Transcript on the Welcome Page.</p>  <table border="1"> <thead> <tr> <th></th> <th>Due Date</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Bullying in the Workplace</td> <td>None</td> <td>Withdraw</td> </tr> <tr> <td>Leadership Excellence</td> <td>None</td> <td>Open Curriculum</td> </tr> <tr> <td>Employee Harassment Awareness</td> <td>None</td> <td>Withdraw</td> </tr> </tbody> </table>		Due Date	Action	Bullying in the Workplace	None	Withdraw	Leadership Excellence	None	Open Curriculum	Employee Harassment Awareness	None	Withdraw
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2	<p>Click the drop-down arrow to the right of the View Training Details, and then click the Withdraw link next to the course from which you want to withdraw.</p>  <p>Result: You will be taken to the Withdraw Registration page.</p>												



LMS for Employees

Step	Action
3	<p>You must choose a reason from the drop-down menu, and also type in a comment for why you are withdrawing from this course.</p> <p>Withdraw Registration</p> <p>If you withdraw your registration for this session, you will immediately be withdrawn from the roster.</p> <div data-bbox="459 520 1308 930"><p>Session Details</p><p>Event Name: Bullying in the Workplace Date / Time: (1) 6/23/2015 9:00 AM - 6/23/2015 10:00 AM Location: Courthouse</p><p>SESSION WITHDRAWAL OPTIONS</p><p>Reschedule due to conflict</p><p>Will attend next offering.</p></div> <p><input type="button" value="Submit"/> <input type="button" value="Cancel"/></p>



LMS for Employees

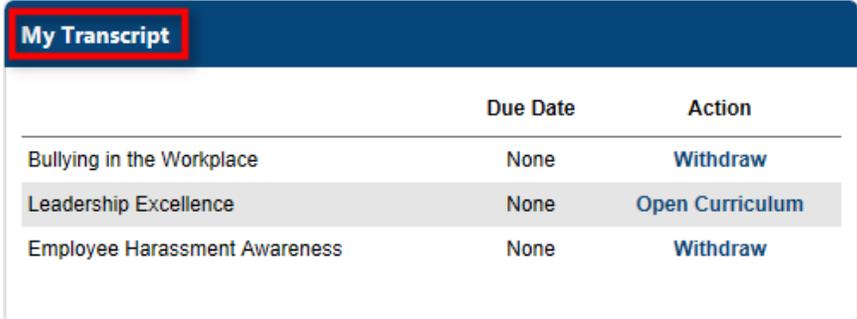
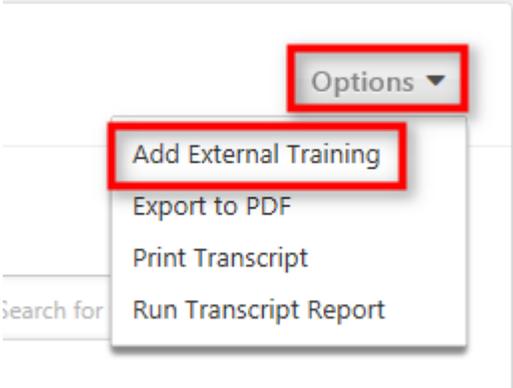
Step	Action
4	<p>Click the Submit button.</p> <div data-bbox="461 388 1308 905"><p>Session Details</p><p>Event Name: Bullying in the Workplace Date / Time: (1) 6/23/2015 9:00 AM - 6/23/2015 10:00 AM Location: Courthouse</p><p>SESSION WITHDRAWAL OPTIONS</p><p>Reschedule due to conflict <input type="checkbox"/></p><p>Will attend next offering. <input type="checkbox"/></p></div> <p><input type="button" value="Submit"/> <input type="button" value="Cancel"/></p> <div data-bbox="451 1020 1308 1171"><p>Cornerstone ONDEMAND Empowering People</p></div> <p>Note: It will still show on your transcript in a Withdrawn status, but will disappear after the session ends and the instructor has completed the roster.</p>



LMS for Employees

Adding External Training

If you take external classes, or receive certification outside Milwaukee County, you can add that training and your certifications to your transcript. Your supervisor/manager will then need to approve them. To add external training, complete the following steps:

Step	Action												
1	<p>Click My Transcript on the Welcome Page.</p>  <table border="1"><thead><tr><th></th><th>Due Date</th><th>Action</th></tr></thead><tbody><tr><td>Bullying in the Workplace</td><td>None</td><td>Withdraw</td></tr><tr><td>Leadership Excellence</td><td>None</td><td>Open Curriculum</td></tr><tr><td>Employee Harassment Awareness</td><td>None</td><td>Withdraw</td></tr></tbody></table>		Due Date	Action	Bullying in the Workplace	None	Withdraw	Leadership Excellence	None	Open Curriculum	Employee Harassment Awareness	None	Withdraw
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Bullying in the Workplace	None	Withdraw											
Leadership Excellence	None	Open Curriculum											
Employee Harassment Awareness	None	Withdraw											
2	<p>From the Options button drop-down menu, click the Add External Training link.</p> 												



LMS for Employees

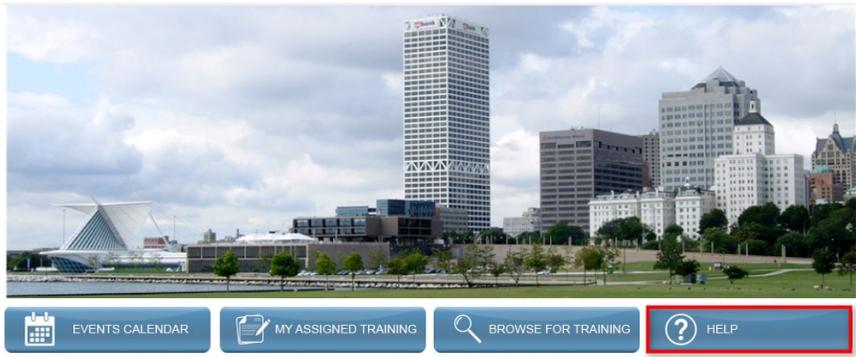
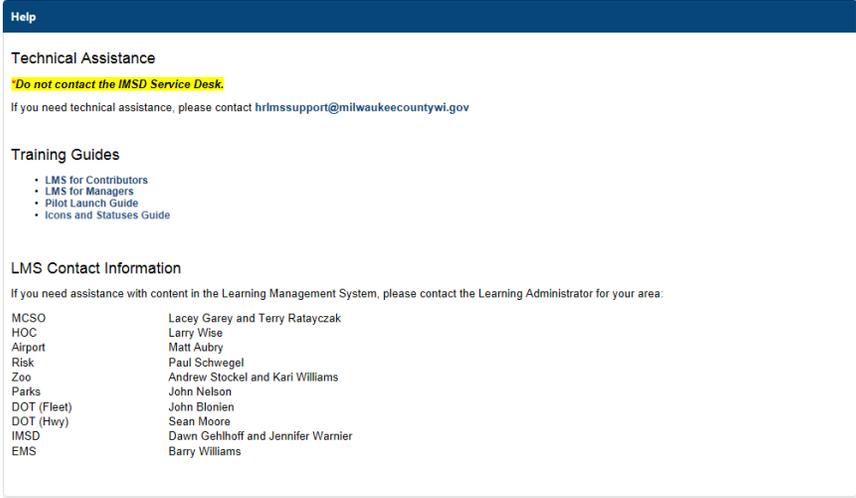
Step	Action
3	<p>Fill out all applicable fields with your information.</p> <div data-bbox="451 380 1308 1121"><h3>Add External Training</h3><p>Enter the information below and submit for approval. This information will be added to your transcript, and you may follow the approval process by monitoring the status of the external training.</p><p>* = Required</p><p>Language <input type="text" value="English (US)"/></p><p>Title * <input type="text"/></p><p>Training Description <input type="text"/></p><p>Institution * <input type="text"/></p><p>Training Dates * Start Date <input type="text"/> End Date <input type="text"/></p><p>Schedule <input type="text"/></p><p>Cost \$ USD <input type="text" value="0"/></p><p>Credits Earned <input type="text" value="0"/></p><p>Training Hours * Hours <input type="text" value="0"/> Minutes <input type="text" value="0"/></p></div>
4	<p>If you want to attach any documentation you may have scanned in and have in electronic format, click the Select a File button.</p> <div data-bbox="451 1272 1089 1346"><p>Drag and drop files here or <input type="button" value="Select a file"/></p></div>
5	<p>Browse for and double-click the file, and then click the Submit button.</p> <div data-bbox="451 1478 1308 1776"><div data-bbox="451 1478 1271 1646" style="border: 1px dashed gray; padding: 10px;"><input type="button" value="Select a file"/></div><div data-bbox="992 1661 1268 1724" style="text-align: right;"><input type="button" value="Cancel"/> <input type="button" value="Submit"/></div></div> <p>Result: The external training will appear on your transcript.</p>



LMS for Employees

Using Help and Additional Resources

Please do not contact the IMSD Service Desk if you have any questions regarding the LMS. If you need assistance you have several options. You can direct department-related training questions to your department's department administrator. You can also consult the guides listed on the Help Page within in the LMS.

Step	Action																				
1	<p>Click the Help button on the Welcome Page.</p>  <p>Result: The Help Page will display.</p>																				
2	<p>Click the hrmssupport@milwaukeecountywi.gov link to send a question via email to the Learning and Development Team. Otherwise, click on any applicable guide, or contact your department's department administrator.</p>  <p>Help</p> <p>Technical Assistance</p> <p>Do not contact the IMSD Service Desk.</p> <p>If you need technical assistance, please contact hrmssupport@milwaukeecountywi.gov</p> <p>Training Guides</p> <ul style="list-style-type: none"> • LMS for Contributors • LMS for Managers • Pilot Launch Guide • Icons and Statuses Guide <p>LMS Contact Information</p> <p>If you need assistance with content in the Learning Management System, please contact the Learning Administrator for your area:</p> <table border="0"> <tr> <td>MCSO</td> <td>Lacey Garey and Terry Ratajczak</td> </tr> <tr> <td>HOC</td> <td>Larry Wise</td> </tr> <tr> <td>Airport</td> <td>Matt Aubry</td> </tr> <tr> <td>Risk</td> <td>Paul Schwegel</td> </tr> <tr> <td>Zoo</td> <td>Andrew Stockel and Kari Williams</td> </tr> <tr> <td>Parks</td> <td>John Nelson</td> </tr> <tr> <td>DOT (Fleet)</td> <td>John Blonien</td> </tr> <tr> <td>DOT (Hwy)</td> <td>Sean Moore</td> </tr> <tr> <td>IMSD</td> <td>Dawn Gehlhoff and Jennifer Warnier</td> </tr> <tr> <td>EMS</td> <td>Barry Williams</td> </tr> </table>	MCSO	Lacey Garey and Terry Ratajczak	HOC	Larry Wise	Airport	Matt Aubry	Risk	Paul Schwegel	Zoo	Andrew Stockel and Kari Williams	Parks	John Nelson	DOT (Fleet)	John Blonien	DOT (Hwy)	Sean Moore	IMSD	Dawn Gehlhoff and Jennifer Warnier	EMS	Barry Williams
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